

**Information Governance Department**

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Ref: FOI2015/2733  
Date Received: 14<sup>th</sup> July 2015  
Response Due: 11<sup>th</sup> Aug 2015

11<sup>th</sup> August 2015

Dear

## INFORMATION REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000

We are now pleased to respond to your request for information under the Freedom of Information Act.

You asked:

***Under the Freedom of Information Act 2000 I would like to request the following information from your trust:***

**1.) How many complaints have been made against staff at your trust by patients and/or their families over the last four years?**

*I am **not** requesting complaints made by members of staff.*

*Please provide the information broken down by i)2012 ii)2013 iii)2014 iv)2015 (between January and June)*

**2.) Please break down by position of the staff member:** For instance, midwives, nurses, doctors etc.

**3.) If possible, please provide any detail you hold about each complaint made.** If this would exceed cost limit, please just provide details of all complaints made in December 2014. If retrieving this information would still exceed cost limit, please exclude (3.) from my request.

**4.) How many complaints were made to the trust overall (including those not directed at a specific member of staff)**

*Please provide the information broken down by i)2012 ii)2013 iii) 2014 iv)the first six months of 2015 (between January and June)*

*All information requested above relates to the date a complaint was made, regardless of when the incident itself occurred.*

Questions 1, 2 and 4 – Refusal Notice. The information that you have requested is exempt under Section 21 of the Freedom of Information Act because this information is easily accessible by some other means. Please use the link below to access this information. Please be advised that the financial year for 2014/15 will not be reported on until later this year.

Chairman: Robert Armstrong

Chief Executive: Andrew Foster CBE

<http://www.hscic.gov.uk/searchcatalogue?productid=15261&q=title%3a%22Data+on+Written+Complaints+in+the+NHS%22&sort=Relevance&size=10&page=1#top>

Question 3 – Please see attached for details of complaints received in December 2014

I hope you find this information useful, however if you are not entirely satisfied with this response please do not hesitate to contact the Information Governance Department on 01257 256335. If we do not hear from you within 28 days we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,



**Rob Forster**  
Acting Chief Executive

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If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to: Information Governance Department, Wrightington, Wigan and Leigh NHS Foundation Trust, WrightingtonHospital, Hall Lane, AppleyBridge, Wigan, WN6 9EP

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision. Generally the ICO cannot make a decision unless you have exhausted the complaints procedure at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF